

Pharmacy Services

The 42 MDG offers pharmacy services at two locations to all eligible beneficiaries. The Pharmacy can be reached Mon – Fri, 0730 – 1700 at (334) 953-6868. Hours of operation are:

42 MDG Main Pharmacy (Bldg 760): Mon, Tue, and Thu, 0700-1700; Wed and Fri, 0700-1630

Main Pharmacy Drive-thru (Bldg 760): Mon–Fri, 0800-1700 (Drop off and pick up new scripts only)

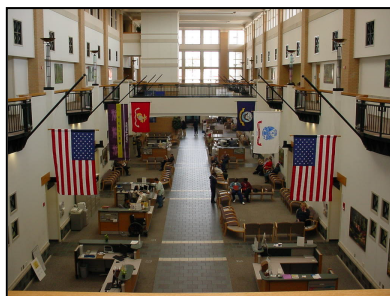
Pharmacy Refill Center (Bldg 760): Mon-Fri, 0800-1700 (Pick up refills only)

Gunter Annex Refill Pharmacy (Bldg 810): Mon–Fri, 1100-1400 (Pick-up refills only)
New 24hr drop box for new scripts available for pick up at Maxwell in two duty days.

Refills may be obtained by calling the Automated Line at (334) 953-7971/7978 or toll-free at 1-800-732-6117. Refills may be picked up inside either pharmacy location. The 42 MDG Pharmacy formulary (list of available medications) may be viewed at www.au.af.mil/42abw/clinic/pharm/maxwell_formulary.pdf.

Customer Service

We strive to provide the highest quality, comprehensive medical care to the Air University and Maxwell-Gunter Community. Your feedback helps us know how we are performing and how we can improve. If you have any customer service issues or comments, please contact our patient advocate at (334) 953-7529.



Interior view of the 42d Medical Group

Important Phone Numbers and Websites

**All numbers are Area Code 334,
DSN prefix 493**

Emergency (On- and Off-base).....911
Emergency (Cell phone on-base).....953-9911
Central Appointment Line.....953-3368
After Hours Consultation.....953-3368
Dental Appointments.....953-7821/7822
Out of Area Authorization888-237-3229
Referral Management Center.....953-5200
Pharmacy.....953-6868
Pharmacy Refills.....953-7971/7978
Pharmacy Refills Toll-free800-732-6117
TRICARE Mail Order Pharmacy
(by Express Scripts).....866-363-8667
TRICARE Retail Pharmacy
(by Express Scripts).....866-363-8779
Laboratory.....953-7885/7886
Radiology953-7881/7882
Life Skills953-5430
Patient Advocate953-7529
Patient Administration (includes Medical TDY,
Medical Evaluation Boards, and Medical
Records).....953-1294
Health Benefits Advisors.....953-7855/6509
TRICARE Service Center800-444-5445
TRICARE Family Dental Plan...800-866-8499
Defense Enrollment Eligibility Reporting
System (DEERS).....800-538-9552

42d Medical Group Website

- <http://www.au.af.mil/42abw/clinic/>

DoD Military Health System – TRICARE
Website

- <http://www.tricare.osd.mil>

Humana Military Healthcare Services –
TRICARE South Region Contractor

- <http://www.humana-military.com>

TRICARE Online

- <http://www.tricareonline.com>

United Concordia – TRICARE Family Member
Dental Plan

- <http://www.ucci.com>



42d Medical Group

Guide to Medical Services

2005



Maxwell AFB

Welcome to Maxwell AFB!

We hope that your transition to the area was smooth and that you experience optimal health during your time here. Maxwell AFB is fortunate to have an outstanding and dedicated medical staff and a beautiful medical facility. Your health is very important to us and we hope that you will think of the 42d Medical Group (42 MDG) as your partner on your journey to good health.

Colonel Bart O. Iddins, Commander
42d Medical Group



42d Medical Group Overview

Location: 300 S. Twining St, Bldg 760, Maxwell AFB, AL 36112

Hours of Operation: Monday – Friday, 0700 – 1630

Services: The 42 MDG is a Primary Care facility that offers the following services:

Family Practice	Aerospace Medicine
Pediatrics	Internal Medicine
Immunizations	Optometry/Ophthalmology
Pharmacy	Diagnostic Imaging
Laboratory	Physical Therapy
Dentistry (Active Duty only)	Podiatry (VA Clinic located inside 42 MDG)
Life Skills (Active Duty only)	Health and Wellness Center
Health Benefits Advisors	TRICARE Service Center

How Do I Make Appointments?

The 42 MDG uses a centralized appointment system to make all appointments. You may contact the appointment line at (334) 953-3368.

Take advantage of our early booking appointment option for same day appointments. Each day's appointments are available starting at midnight the night before and logging on to www.tricareonline.com before 0700 each day gives you the choice of that day's scheduled appointments.

Dental appointments can be made by calling the Dental Clinic at (334) 953-7821/7822.

After Hours Care

You must contact the on-call PCM at 953-3368 for authorization prior to seeking care. If you have a medical emergency—threat of loss of life, limb or eye sight—call 911 or proceed to the nearest hospital emergency room immediately. Contact your PCM as soon as possible.

Active Duty Sick Call

Medical Clinics: Walk-in sick call is available Monday - Friday, 0645 - 0730. The severity of symptoms dictates when patients are seen. Late arrivals (after 0730) may be redirected to a later appointment.

Dental Clinic: Walk-in sick call is available Monday – Friday, at both 0700 and 1200.

Referral Management

Patients may be referred to a physician or service outside of Maxwell AFB for all specialty care that is not available within the facility. An authorization letter containing appointment information is delivered to the patient within a few days after the referral initiation. The 42 MDG's The RMC is located on the 1st floor of the Clinic next to the Pharmacy, and can be reached at (334) 953-5200.

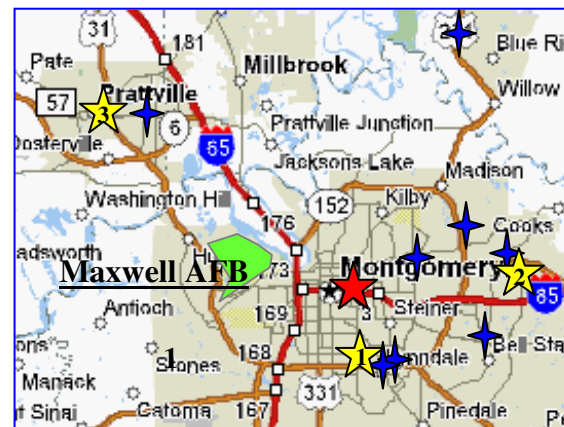
Local Area Hospitals

There are 4 hospitals in the Montgomery Area that provide a full range of medical care and emergency services. In case of emergency, call 911 or proceed to the nearest hospital emergency room:

Baptist Medical Center South ★ 2105 E. South Blvd (334) 288-2100
Prattville Baptist Hospital ★ 124 S. Memorial Dr. (334) 365-0651

Baptist Medical Center East ★ 400 Taylor Road (334) 277-8330
Jackson Hospital (non-network*) ★ 1725 Pine Street (334) 293-8000

* Not part of the local TRICARE Prime network. Provider has no requirement to bill under TRICARE limits.



Urgent Care Centers

In certain circumstances, patients may need to see a healthcare provider after hours. After hours care is available at local network Urgent Care Centers -- PriMed and American Family Care. All TRICARE Prime members must obtain PCM authorization by calling (334) 953-3368 (or 888-237-3229 outside the local area) prior to receiving care at an urgent care center. The eight locations in the local area are shown on the map above as blue stars. ★ Specific phone numbers and addresses are available at the Humana Military website, www.humana-military.com.